

North End ECUA Solid Waste Franchise Frequently Asked Questions

1. What is a franchise and how will it impact my household garbage service?

A franchise is an agreement the county entered into with the Emerald Coast Utilities Authority to collect curbside residential solid waste. After completing the request for proposals process, the commission selected ECUA to provide residential garbage collection service to homes in the unincorporated areas north of the Yellow River. In return for being given special rights to provide the service, ECUA is required to provide a defined level of service to residents and the rates are regulated.

By offering a franchise to one household solid waste provider residents will receive:

- Restricted pricing guidelines which will eliminate popup charges and extra fees on your quarterly bill
- Added convenience of curbside bulky waste, yard waste and recycling pickup in addition to garbage pickup
- Greater accountability from the provider for damage or clean up
- Less traffic and damage to residential roads than from multiple garbage trucks
- Mandatory side door collection for the physically handicapped at no charge
- Special services like side door collection service for the non-handicapped, additional containers or bear resistant containers at an additional cost

Service is not mandatory. Residents can choose not to have curbside service. Commercial and service for apartments that currently use dumpsters for example, are not included in the franchise agreement.

2. What areas would be included?

The new franchise areas would be north of the Yellow River, [click here to see ECUA's Santa Rosa service map](#).

The residential curbside service **IS NOT MANDATORY**. Individuals who do not sign up for service will be responsible for transporting their household garbage, recyclables, yard debris and bulk waste items to the Central Landfill in Milton or the Jay Transfer Station in Jay.

It **DOES NOT** include the city of Milton, town of Jay or NAS Whiting Field. The franchise agreement does not impact business or commercial dumpster accounts or residents living south of the Yellow River. Residents in the Holley, Navarre, Midway or the city of Gulf Breeze will have **NO** change in solid waste providers.

3. What services would be provided?

The quarterly service is \$51.27 and includes (Visit www.ecua.fl.gov/santa-rosa for more information on services):

- Garbage pickup: twice a week in a wheeled, 95-gallon container
- Recycling pickup: on request by resident once a week in a wheeled, 95-gallon container, **residents should request recycling service when signing up for service**
- Yard debris pickup: every two weeks
- Bulky waste pickup: service on request via phone call from resident
- Side door collection service for the disabled at no extra charge
- Non-handicapped side door collection service, additional containers or bear-resistant containers at an additional cost.

4. When will ECUA's service begin?

Service will begin Friday, Jan. 2, but depending on the pickup schedule for your home, your first service date may not be until the week of Jan. 5. To ensure delivery of your container prior to Jan. 2, you must have established service with ECUA by Dec. 26. Santa Rosa customers that request service after Dec. 26 will have their container delivered within seven days.

5. How do I sign up for service?

Residents in the newly franchised area can contact ECUA at (850) 476-0480 to sign up for service, Monday – Friday from 8 a.m. to 5 p.m. or visit www.ecua.fl.gov/santa-rosa.

6. How much will it cost?

Quarterly service charges are \$51.27.

Comparatively, a residential home in Pace currently pays Waste Pro a base of \$60.75 per quarter plus a fuel recovery charge. A recent quarterly fuel charge was \$10.14, for a total bill of \$70.89. Service includes twice a week garbage pickup and once a week recycling in a non-wheel bin with no top. Bulky waste and yard waste pickup is not available.

As you can see, the south end franchise receives a much higher level of service for a savings of about \$80 per year when compared to the Pace home.

7. What about additional charges and other increases?

The contract requires an annual rate adjustment, which can increase or decrease based on the consumer price index. The contract caps rate increases to a maximum of four percent per year.

Since October 2010, increases have totaled less than \$4 in the south end franchise (generally the 32563 and 32566 zip codes).

8. Can I still use my current provider?-or- I don't have curbside service now, will I have to start paying for it?

No, you can choose not to have curbside residential service, but there will be no other large truck service provider available from which to choose. If you do decide not to participate, you will not be billed and you will be responsible for taking your household waste, recyclables, yard debris and bulky waste items to the Central Landfill in Milton or the Jay Residential Drop Off Station in Jay.

The Santa Rosa County Commission did choose to grandfather in small providers. Residents may select a provider that is currently permitted and utilizes trucks that weigh 15,000 lbs. or less. Please contact the Santa Rosa County Environmental Department Office at (850) 983-7135 or environmental-Dept@santarosa.fl.gov for more information on approved small service providers.

9. When will I receive my new garbage container?

After your new account is established with ECUA. ECUA garbage containers and recycling containers, ***if recycling is requested by the resident***, will begin being delivered the first week of December. To ensure delivery of your container prior to Jan. 2, you must establish service with ECUA by Dec. 26. Santa Rosa customers that request service after Dec. 26 will have their container delivered within seven days.

Residents who do not choose recycling when initially signing up for ECUA service may add recycling at no charge at any time and a recycling container will be delivered within seven days.

10. When will my old container be picked up?

There may be a period in December where you have your new ECUA container(s) but are still under contract with your outgoing provider. It is important that residents **not use the new ECUA container(s) until after their last scheduled pickup date with their outgoing provider, either Dec. 29, 30 or 31.** ECUA **will not start servicing routes until January 2** and ECUA **will not collect from other hauler's containers.**

Please leave your old empty containers curbside for pickup by your previous provider. Each provider has their own container pickup plan. Please contact your outgoing provider for more details.

11. What do I do to have yard debris picked up curbside?

Simply have your leaves, pine straw, grass, and small limbs to the curb on one of your two monthly designated yard debris pickup days. Yard debris will need to be in a container or bundled and tied for pickup and be less than 50 lbs. Tree limbs are limited to no greater than six feet long and six inches in diameter. Please do not use your garbage or recycling containers for yard waste!

Yard waste piles not bundled or containerized will not be picked up.

12. How do I schedule a curbside bulky waste pickup?

Call (850) 476-0480 or email customer.service@ecua.fl.gov to schedule a bulk waste pickup. Bulky waste includes furniture like a couch, mattress, desk, chairs, or dresser; rugs and carpets, vacuum cleaners, bicycles, bags of clothes, grills, and toilets. The day before your scheduled pickup, please place your items at the curbside in an area that is free of overhanging tree limbs or wires. Be sure not to block traffic.

Tree removal and construction debris is not considered bulky waste.

13. Will there be any change in what items are accepted for curbside recycling?

No. We currently contract with ECUA to transport our recycling. The following items can be placed in your new recycling container:

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| <ul style="list-style-type: none">• Glass, any color• Newspapers & Inserts• Magazines, Catalogs, Phone Books• Junk Mail & Envelopes• Cardboard• Office and School Papers (all colors)• Brown Paper Bags (grocery)• Boxboard (cereal, cracker boxes)• Pizza Boxes• Juice Boxes / Bags• Plastic Produce Clamshells• Plastics No. 1 through 7• Plastic Milk Jugs, 2-Liters, bottles and containers• Plastic & Metal Hangers• Plastic Cups, Plates, Utensils• Aluminum Cans & Lids• Pet Food Cans, Dry Pet Food Bags | <ul style="list-style-type: none">• Aluminum Foil Baking Pans• Balls of Tin Foil, Foil Pie Tins• Metal Pots, Pans & Cookie Sheets• Tin and Steel Cans & Lids• Bubble Wrap• Egg Cartons, cardboard only |
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Non-recyclable Materials

- No Empty Plastic Bags
- No Ice Cream Cartons
- No Waxy / Paper Milk Cartons
- No Aerosol Cans
- No Garbage or Yard Waste
- No Building Debris

14. Is the county making money off the franchise?

No. ECUA will pay the county a franchise fee, which will be used to fund a county staff position. This person will field complaints and work as a liaison to help ensure problems are addressed in a timely manner and the best customer service is provided to our residents.

For more information visit www.ecua.fl.gov/santa-rosa or www.santarosa.fl.gov/bocc/solidwaste.cfm